

Town of Los Gatos Guiding Principles

SMALL TOWN SERVICE

COMMUNITY STEWARDSHIP

FUTURE FOCUS

Small Town Service is our commitment to providing services in a courteous, timely, and responsive manner. We know that Los Gatos is a community people want to live in because they feel a sense of belonging. Our small-town character is important to all who call Los Gatos home. We strive to make our customer service reflect these qualities. Small Town Service is also about programs that celebrate the Town's small-town character, such as our children's storytimes, the 4th of July event, senior dances, Town Hall in the Neighborhood, and many more.

Community Stewardship means that we recognize the responsibility entrusted to Town leaders and staff to care about the well-being of the entire community, and to carry out the "public's business" accordingly. We take our role seriously, as we work to maintain fiscal stability and a balanced, well-designed community with strong neighborhoods, outdoor recreation opportunities, art and cultural amenities, reliable basic services, vibrant shopping districts, a safe environment, and other quality of life elements. We encourage a high degree of public participation and partnerships to carry out our stewardship role.

Future Focus reminds us to always have an eye on the future as we care for the community of today. Our goal is to ensure a high quality of life for today's residents, and for future generations. Planning for the Los Gatos of the future as needs change and opportunities arise is integral to the decision-making we undertake today. Our General Plan provides our most comprehensive vision of the future. And yet, even the General Plan is subject to change as ideas develop and priorities evolve. We also keep the future in focus by looking for new and better ways of doing business - whether it's streamlining processes or using technology to deliver services more efficiently.